

NEXUS Complaints closed in 2018	135
Founded Complaints	20
Unfounded Complaints	46
Undetermined Complaints	69
 NEXUS complaints tasked in 2018	 137
 NEXUS complaints outstanding as of April 9, 2019	 26

CFN	Feedback_Type	Source_Type	Date_ECM	Date_CBSA	Date_Taskd
31182	Complaint	Web	2019-03-13	2019-03-13	2019-03-14
			2019-03-12	2019-03-12	2019-03-13
31167	Complaint	Web			
31237	Complaint	Web	2019-03-19	2019-03-19	2019-03-20
31238	Complaint	Web	2019-03-19	2019-03-19	2019-03-20
31239	Complaint	Web	2019-03-19	2019-03-19	2019-03-20
31243	Complaint	Web	2019-03-19	2019-03-19	2019-03-20
31255	Complaint	Client	2019-03-20	2019-03-20	2019-03-21
31445	Complaint	Postal	2019-04-03	2019-04-03	2019-04-04
31460	Complaint	Web	2019-04-04	2019-04-04	2019-04-05
			2019-04-05	2019-04-05	2019-04-08
31490	Complaint	Web			
31510	Complaint	Web	2019-04-08	2019-04-08	2019-04-09
31515	Complaint	Web	2019-04-08	2019-04-08	2019-04-09
31522	Complaint	Web	2019-04-08	2019-04-08	2019-04-09
31528	Complaint	Web	2019-04-09	2019-04-09	2019-04-09
4635	Complaint	Web	2011-04-28		2011-04-29
5104	Complaint	Email	2011-03-17	2011-03-17	
			2011-11-09	2011-11-09	2011-11-09
6448	Complaint	Web			
6157	Complaint	Web	2011-10-07	2011-10-07	2011-10-07
			2012-03-26	2012-03-22	2012-03-26
7564	Complaint	Web			
6472	Complaint	Web	2011-11-14	2011-11-13	2011-11-14
			2011-11-23	2011-11-22	2011-11-23
6556	Complaint	Web			
6942	Complaint	Appeal	2012-01-05	2012-01-04	2012-01-05
			2012-08-31	2012-08-31	2012-09-04
8964	Complaint	Email			
13061	Complaint	Web	2013-12-18	2013-12-18	2013-12-19
			2018-11-11	2018-11-11	2018-11-13
29352	Complaint	Web			
			2018-10-16	2018-10-16	2018-10-17
29041	Complaint	Web			

OPI	Summary	Traveller_Unused
Programs	issue with newly issued nexus card	FALSE
Programs	nexus machines not functioning and delays using nexus line, client unhappy with the advantages of having a NEXUS	FALSE
Programs	NEXUS kiosks always broken	FALSE
Programs	constant issues with NEXUS kiosks	FALSE
Programs	repeated issues with nexus Kiosks	FALSE
Programs	NEXUS Machines not working	FALSE
Programs	issues with online nexus renewal	FALSE
Programs	delay in nexus application	FALSE
Operations	client states the NEXUS lines should be open more	FALSE
Programs	NEXUS - Client payment processed but client still awaiting phone call from NEXUS.	FALSE
Programs	delay in nexus Application	FALSE
Programs	delay in NEXUS application	FALSE
Programs	NEXUS application delay	FALSE
Operations	lack of open nexus lines	FALSE
Operations	Problems regarding Nexus	FALSE
Operations	Problems with Nexus appointment and officer conduct	FALSE
Operations	Misunderstood on the phone regarding the difference between the Canpass and Nexus program	FALSE
Operations	delay in receiving nexus card	FALSE
Operations	Incorrect name on Nexus card. Wants it fixed - Contacted a supervisor but she never gets her voicemail returned.	FALSE
Operations	Unknown transaction paid to NEXUS	FALSE
Operations	Enrolled for Nexus and finds travel distance for interview unreasonable- requesting refund	FALSE
Operations	Officer conduct & NEXUS cards revoked	FALSE
Operations	Officer conduct, intimidating, client felt scared. Supervisor referred client to website instead of providing him with address to file complaint. Client had to wait a long time for vehicle search, nexus pass seized. (now miniserial on 2012-10-02)	FALSE
Operations	Frustrated with Nexus not available to her in NFLD	FALSE
Operations	conduct, abuse of authority and broken nexus machines	FALSE
Programs	Client states they have heard nothing from nexus for their application	TRUE

Closing_Recieved	Closing_Incomplete	First_Date	Contact_Method	Final_Date
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FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

FALSE

2012-10-18

FALSE

FALSE

FALSE

FALSE

Reason_Late	Residency	Citizenship	Purpose	Client
	Non-Resident	Other	Personal	Traveller
	Resident		Business	Importer/Exporter
	Resident	Canadian	Business	Importer/Exporter

Language	EA_Number	Approval	Resolved_Phone	Third_Party
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
English			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
English			FALSE	FALSE
English			FALSE	FALSE
			FALSE	FALSE
Other			FALSE	FALSE
			FALSE	FALSE
Other			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE
			FALSE	FALSE

Consented	Cannabis	Perscription	Traveller	Office	office_id
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE		0
FALSE	FALSE	FALSE	FALSE	Unknown	
FALSE	FALSE	FALSE	FALSE	N/A	
FALSE	FALSE	FALSE	FALSE	Unknown	
FALSE	FALSE	FALSE	FALSE	Unknown	
FALSE	FALSE	FALSE	FALSE		
FALSE	FALSE	FALSE	FALSE	Unknown	
FALSE	FALSE	FALSE	FALSE	Unknown	
FALSE	FALSE	FALSE	FALSE	Unknown	
FALSE	FALSE	FALSE	FALSE		
FALSE	FALSE	FALSE	FALSE		
FALSE	FALSE	FALSE	FALSE		
FALSE	FALSE	FALSE	FALSE		

Mode	Location	Conduct	Charges	Delays
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Other Air		Founded		
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Other Other				
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Inland Other				
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Other Air		Founded		
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Postal

Questionning

Enforcement

Immigration

Examination

Targeting

Undetermined

Trusted

CFIA

Languages

Privacy

Infrastructure

General

Undetermined  
Founded

Undetermined  
Undetermined

Undetermined  
Undetermined

Undetermined  
Undetermined

CVBR_Information	CVBR_Protected	CVBR_Participation	PNR	Closed_Date
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Closed\_User\_ID

Cancelled

fxl030

## Notes

CFN	Feedback_Type	Source_Type	Date_ECM	Date_CBSA	Date_Tasked	OPI	Summary
29152	Complaint	Web	2018-10-25	2018-10-25	2018-10-25	Programs	NEXUS enquiry
29153	Complaint	Web	2018-10-25	2018-10-25	2018-10-26	Programs	Issues with NEXUS app
26164	Complaint	Web	2018-02-01	2018-02-01	2018-02-02	Programs	issues with nexus
26599	Complaint	Web	2018-03-15	2018-03-15	2018-03-19	Operations	Client states there was an insufficient amount of NEXUS lines open
26413	Complaint	Web	2018-02-26	2018-02-26	2018-02-27	Operations	Client states the NEXUS machines are always broken at YVR
26416	Complaint	Web	2018-02-27	2018-02-27	2018-02-28	Programs	Client is unhappy with the NEXUS application process
26144	Complaint	Web	2018-01-30	2018-01-30	2018-01-31	Operations	Conduct, BSO was rude, harsh, put a warning on the client's NEXUS
26153	Complaint	Web	2018-01-31	2018-01-31	2018-02-01	Programs	NEXUS, client states that the nexus kiosks did not function and client had to use declaration card which delayed his travel
26051	Complaint	Web	2018-01-20	2018-01-20	2018-01-22	Programs	Client states they drove 3 hours for nexus interview to be told the office was closed
26030	Complaint	Web	2018-01-17	2018-01-17	2018-01-18	Programs	Client has had issues contacting nexus office
25921	Complaint	Web	2018-01-08	2018-01-08	2018-01-09	Operations	Client states there needs to be measure taken to reduce the amount of regular travellers cutting into the nexus line
26127	Complaint	Web	2018-01-29	2018-01-29	2018-01-31	Programs	NEXUS issue while applying online
26128	Complaint	Web	2018-01-29	2018-01-29	2018-01-31	Programs	NEXUS machines not reading active nexus cards
26534	Complaint	Web	2018-03-09	2018-03-09	2018-03-12	Programs	Issues renewing nexus online
25958	Complaint	Web	2018-01-11	2018-01-11	2018-01-15	Programs	Issues with renewed nexus card at POE
25886	Complaint	Web	2018-01-04	2018-01-04	2018-01-05	Programs	NEXUS client has been unable to get any update regarding application
25933	Complaint	Web	2018-01-09	2018-01-09	2018-01-10	Programs	Client states that when they showed up for NEXUS interview they were told it was canceled
25935	Complaint	Web	2018-01-09	2018-01-09	2018-01-10	Operations	Infrastructure, client states that the lanes are improperly set up allowing non nexus members to block the lanes
25943	Complaint	Web	2018-01-09	2018-01-09	2018-01-10	Programs	Issues with NEXUS payments
25859	Complaint	Web	2018-01-01	2018-01-01	2018-01-03	Operations	Conduct, client states the BSO was unprofessional and that the nexus machines were not functioning
26983	Complaint	Web	2018-04-22	2018-04-22	2018-04-25	Programs	Client states they new application process for NEXUS is flawed
27394	Complaint	Web	2018-06-02	2018-06-02	2018-06-04	Programs	The Nexus line was closed, the global entry line should be open later.
26043	Complaint	Web	2018-01-19	2018-01-19	2018-01-19	Operations	Delays and wait times, client states there was insufficient staff as well as poor signage for nexus members and no dedicated nexus line
26046	Complaint	Web	2018-01-19	2018-01-19	2018-01-22	Programs	Issues with nexus application
26819	Complaint	Web	2018-04-06	2018-04-06	2018-04-09	Programs	Nexus iris scanners do not work at T1 YYZ
26825	Complaint	CVBR	2018-04-07	2018-04-07	2018-04-09	Programs	Nexus card taken away
26303	Complaint	Web	2018-02-17	2018-02-17	2018-02-20	Operations	NEXUS, only 3 kiosks at the POE, 1 was broken, other two could not be used by a 5ft tall individual
26605	Complaint	Web	2018-03-15	2018-03-15	2018-03-19	Operations	Conduct, client states that BSO was not helpful and that there was insufficient amount of NEXUS lines open
26768	Complaint	Web	2018-04-02	2018-04-02	2018-04-03	Programs	NEXUS, kiosks are always out of order
26772	Complaint	Postal/Courier	2018-04-03	2018-04-03	2018-04-04	Programs	Nexus - Poor Service, no port of entry at port, long wait times
26845	Complaint	Web	2018-04-09	2018-04-09	2018-04-10	Programs	NEXUS issues during application process
26447	Complaint	Web	2018-03-01	2018-03-01	2018-03-02	Programs	Client states their NEXUS card picture is not properly printed on their NEXUS CARD when received
26987	Complaint	Postal/Courier	2018-04-23	2018-04-23	2018-04-25	Operations	Conduct, client states BSO miss treated them and client is having a very difficult time renewing their nexus membership

27241 Complaint	Web	2018-05-17	2018-05-17	2018-05-18	Programs	Wait times at Nexus Lines
27006 Complaint	Web	2018-04-24	2018-04-24	2018-04-25	Programs	NEXUS, client is having issues renewing nexus online
26376 Complaint	Web	2018-02-22	2018-02-22	2018-02-23	Programs	Client states the nexus kiosks are not function at YVR
26547 Complaint	Web	2018-03-11	2018-03-11	2018-03-12	Programs	NEXUS card not working while travelling
26838 Complaint	Web	2018-04-08	2018-04-08	2018-04-10	Programs	Issues with the NEXUS machines and line ups
27137 Complaint	Web	2018-05-07	2018-05-07	2018-05-08	Programs	NEXUS, client states that their nexus card has not been useful because client is unable to get one of their eyes scanned
26429 Complaint	Web	2018-02-28	2018-02-28	2018-03-01	Programs	NEXUS client states that their nexus info they updated online did not updated on nexus itself
26459 Complaint	Web	2018-03-02	2018-03-02	2018-03-05	Programs	Client states the picture used on their nexus card will not be accepted while travelling
26492 Complaint	Web	2018-03-06	2018-03-06	2018-03-07	Programs	NEXUS client states that they are having issues with their nexus account
26739 Complaint	Web	2018-03-28	2018-03-28	2018-03-29	Operations	Client states that half of the nexus machines at this poe are never functional as well as other issues with the machines
26998 Complaint	Web	2018-04-23	2018-04-23	2018-04-25	Operations	NEXUS, client states the nexus lines are slow and not beneficial
26999 Complaint	Web	2018-04-23	2018-04-23	2018-04-25	Programs	NEXUS, client states the machines were not working at the poe which resulted in delays
26725 Complaint	Web	2018-03-27	2018-03-27	2018-03-27	Operations	Client states there was an insufficient amount of functional nexus machines to process passangers
26536 Complaint	Web	2018-03-10	2018-03-10	2018-03-12	Programs	NEXUS, client is having issues with entering canada
26537 Complaint	Web	2018-03-10	2018-03-10	2018-03-12	Programs	issues with NEXUS machines
26576 Complaint	Postal/Courier	2018-03-14	2018-03-12	2018-03-15	Programs	NEXUS issue
26596 Complaint	Web	2018-03-15	2018-03-15	2018-03-19	Programs	NEXUS issue during reapplication
26597 Complaint	Web	2018-03-15	2018-03-15	2018-03-19	Operations	Client states the NEXUS line were not being monitored properly slowind down actual NEXUS travellers
26638 Complaint	Web	2018-03-19	2018-03-19	2018-03-21	Operations	Conduct, BSO did not provide the correct guidance, lost the client's NEXUS card, missed flight due to lost card
26640 Complaint	Web	2018-03-19	2018-03-19	2018-03-21	Programs	NEXUS, poor staffing hours, machines do not work
26642 Complaint	Web	2018-03-19	2018-03-19	2018-03-21	Programs	NEXUS, terminals are constantly out of service
26653 Complaint	Web	2018-03-20	2018-03-20	2018-03-21	Programs	NEXUS, only 2 kiosks were working. kiosks are always out of service
26661 Complaint	Web	2018-03-20	2018-03-20	2018-03-22	Operations	General Service, client states that the nexus machines are not functional at this location and the BSO do net seem to want to help
26666 Complaint	Web	2018-03-21	2018-03-21	2018-03-22	Programs	Client states there is an insufficient amount of nexus machines working
26667 Complaint	Web	2018-03-21	2018-03-21	2018-03-22	Programs	Client states there is an insufficient amount of nexus machines working as well as no signage to indicate it is out of order
26683 Complaint	Region	2018-03-22	2018-03-22	2018-03-23	Operations	Client states there is an insufficient amount of NEXUS lines
26793 Complaint	Web	2018-04-04	2018-04-04	2018-04-05	Programs	Nexus Lanes being closed earlier than advertised time on Nexus Website fairly regularly
27066 Complaint	Web	2018-04-30	2018-04-30	2018-05-01	Programs	Client feels the backlog for NEXUS precessing for membership is unacceptable
27404 Complaint	Web	2018-06-04	2018-06-04	2018-06-05	Operations	Client states there was no nexus line open
26829 Complaint	Web	2018-04-07	2018-04-07	2018-04-10	Operations	Conduct, client states BSO was rude as well there were insufficient nexus machines
27304 Complaint	Web	2018-05-25	2018-05-25	2018-05-28	Programs	Issues with NEXUS application
27030 Complaint	Web	2018-04-25	2018-04-25	2018-04-26	Programs	Charges, client was charged excessively for NEXUS application fee
27424 Complaint	Web	2018-06-05	2018-06-05	2018-06-06	Programs	NEXUS delay in receiving info regarding nexus app
27427 Complaint	Web	2018-06-05	2018-06-05	2018-06-06	Operations	Conduct, client states no BSO helped them with the electronic NEXUS clearance also BSO were not helpful

		2018-06-05	2018-06-05	2018-06-06		
27430 Complaint	Web				Programs	NEXUS delay in receiving info regarding nexus app
26882 Complaint	Web	2018-04-12	2018-04-12	2018-04-13	Programs	NEXUS terminals out of services
27460 Complaint	Web	2018-06-09	2018-06-09	2018-06-11	Programs	Issues with activating nexus online
27058 Complaint	Web	2018-04-28	2018-04-28	2018-04-30	Programs	Client states he was not allowed to travel even with his nexus
27118 Complaint	Web	2018-05-04	2018-05-04	2018-05-07	Programs	Client states the public should be told that paper applications for nexus are backlogged and take longer to process
27167 Complaint	Web	2018-05-10	2018-05-10	2018-05-11	Operations	Client states they are getting conflicting info from CBSA regarding NEXUS use
29696 Complaint	Web	2018-12-14	2018-12-14	2018-12-17	Programs	NEXUS application issue
28373 Complaint	Web	2018-08-26	2018-08-26	2018-08-27	Operations	NEXUS fee's
28287 Complaint	Web	2018-08-19	2018-08-19	2018-08-20	Operations	Conduct, BSO was rude, furious, unprofessional, asked for the client's credit card info over the phone, stated he will cancel the client's NEXUS card
27201 Complaint	Web	2018-05-14	2018-05-14	2018-05-15	Programs	Client states that they should be able to make small updated to their nexus profile online instead of having to go to a nexus office
27310 Complaint	Web	2018-05-26	2018-05-26	2018-05-28	Programs	Issues with NEXUS application
27255 Complaint	Web	2018-05-20	2018-05-20	2018-05-22	Programs	Signs unclear for Nexus lanes caused confusion for client
27264 Complaint	Web	2018-05-21	2018-05-21	2018-05-22	Programs	NEXUS Lane not open at Queenston Crossing
27414 Complaint	Web	2018-06-05	2018-06-05	2018-06-05	Programs	NEXUS' client states US and Canada TTP have poor communication
28455 Complaint	Web	2018-09-03	2018-09-03	2018-09-04	Operations	Client states people that are not nexus users are going through the line with nexus card holders
28432 Complaint	Web	2018-08-31	2018-08-31	2018-09-04	Programs	Non Functioning nexus kiosks
27440 Complaint	Region	2018-06-07	2018-06-07	2018-06-08	Operations	Client states the CBSA staff are not aware of proper NEXUS procedures
27991 Complaint	Web	2018-07-25	2018-07-25	2018-07-26	Programs	Client states their nexus did not work properly even though everything is complete with the application
28592 Complaint	Web	2018-09-10	2018-09-10	2018-09-11	Programs	NEXUS fee's
27583 Complaint	Web	2018-06-19	2018-06-19	2018-06-20	Programs	Issues with NEXUS application
27695 Complaint	Web	2018-06-28	2018-06-28	2018-06-29	Programs	Delay in nexus application
27744 Complaint	CVBR	2018-07-04	2018-07-04	2018-07-05	Programs	NEXUS, file is showing a police record which is not reflected in the police data base and is affecting the client's NEXUS eligibility
27750 Complaint	Web	2018-07-05	2018-07-05	2018-07-05	Operations	NEXUS, PIA has no NEXUS kiosk for travellers continuing to another canadian destination
27789 Complaint	Web	2018-07-10	2018-07-10	2018-07-10	Operations	Client states the NEXUS lane was closed
27850 Complaint	Web	2018-07-14	2018-07-14	2018-07-16	Operations	Issues with NEXUS machines not functioning
27859 Complaint	Web	2018-07-15	2018-07-15	2018-07-16	Operations	Client states they seems to always have issues at YYS when using their nexus
27868 Complaint	Web	2018-07-16	2018-07-16	2018-07-16	Operations	Client states NEXUS machines are not functioning at this POE
27881 Complaint	Web	2018-07-16	2018-07-16	2018-07-17	Programs	NEXUS renewal issue
27935 Complaint	Web	2018-07-21	2018-07-21	2018-07-23	Programs	Client Has heard nothing regarding his NEXUS app
27938 Complaint	Web	2018-07-22	2018-07-22	2018-07-23	Operations	Client states 2 nexus lanes were closed during travel hours
28174 Complaint	Web	2018-08-10	2018-08-10	2018-08-10	Operations	Conduct, BSO was on a power trip, refused to listen to the client, flagged the NEXUS card unjustly
28428 Complaint	Web	2018-08-30	2018-08-30	2018-08-31	Programs	NEXUS renewal issue
28239 Complaint	Web	2018-08-14	2018-08-14	2018-08-15	Programs	client states they had a nexus appointment where the officer was scheduled to close and they were never advised and showed up for the interviews



28242 Complaint	Web	2018-08-15	2018-08-15	2018-08-16	Programs	client states they are having issues with their nexus card functioning
28253 Complaint	Web	2018-08-15	2018-08-15	2018-08-16	Programs	Client states the advertised time for processing for nexus is misleading
28002 Complaint	Web	2018-07-26	2018-07-26	2018-07-27	Programs	nexus officer was impatient and rude
28028 Complaint	Web	2018-07-27	2018-07-27	2018-07-30	Programs	NEXUS, client states they were charged in US funds instead of canadian
28177 Complaint	Web	2018-08-10	2018-08-10	2018-08-10	Programs	NEXUS, clients have not heard back regarding their application submitted April 12
28622 Complaint	Web	2018-09-12	2018-09-12	2018-09-13	Programs	client has received no update on their nexus enquiry
28630 Complaint	Web	2018-09-13	2018-09-13	2018-09-14	Operations	NEXUS, client was referred for a baggage exam even though they are a NEXUS member
28635 Complaint	Web	2018-09-14	2018-09-14	2018-09-17	Programs	Complaint of NEXUS machines are not working all
28936 Complaint	Web	2018-10-08	2018-10-08	2018-10-09	Programs	NEXUS application delay
28819 Complaint	Web	2018-09-29	2018-09-29	2018-10-01	Programs	NEXUS fee
28913 Complaint	Web	2018-10-05	2018-10-05	2018-10-09	Programs	NEXUS issues
28616 Complaint	Web	2018-09-12	2018-09-12	2018-09-13	Programs	delays in nexus application
28896 Complaint	Web	2018-10-04	2018-10-04	2018-10-05	Programs	NEXUS application delay
29644 Complaint	Web	2018-12-10	2018-12-10	2018-12-11	Programs	nexus application issue
29648 Complaint	Web	2018-12-11	2018-12-11	2018-12-12	Programs	nexus issue
28413 Complaint	Web	2018-08-29	2018-08-29	2018-08-30	Operations	client states that non nexus members are being mixed with nexus members during processing slowing down the process for ttp
29380 Complaint	Web	2018-11-13	2018-11-13	2018-11-14	Programs	nexus issue with address change
29388 Complaint	Web	2018-11-13	2018-11-13	2018-11-14	Programs	NEXUS app
29397 Complaint	Web	2018-11-14	2018-11-14	2018-11-15	Programs	Delay for nexus app
29214 Complaint	Web	2018-10-31	2018-10-31	2018-11-01	Operations	Slow processing times at the NEXUS lanes
29518 Complaint	Web	2018-11-27	2018-11-27	2018-11-28	Operations	client states that there were insufficient staff and extremely long wait times as well as nexus machines that were not functioning
29351 Complaint	Web	2018-11-10	2018-11-10	2018-11-13	Programs	nothing heard from NEXUS app months ago
29352 Complaint	Web	2018-11-11	2018-11-11	2018-11-13	Operations	conduct, abuse of authority and broken nexus machines
29353 Complaint	Web	2018-11-11	2018-11-11	2018-11-13	Operations	issues with nexus machines at port
29358 Complaint	Web	2018-11-11	2018-11-11	2018-11-13	Programs	delay with NEXUS response
29362 Complaint	Web	2018-11-12	2018-11-12	2018-11-13	Programs	Delay with NEXUS app
28914 Complaint	Web	2018-10-05	2018-10-05	2018-10-09	Programs	NEXUS application delay
29041 Complaint	Web	2018-10-16	2018-10-16	2018-10-17	Programs	Client states they have heard nothing from nexus for their application
29545 Complaint	Web	2018-11-30	2018-11-30	2018-12-03	Programs	nexus issue
29627 Complaint	Client	2018-12-08	2018-12-08	2018-12-10	Programs	issues with nexus and nexus machines at POE
29476 Complaint	Web	2018-11-22	2018-11-22	2018-11-23	Programs	delay for nexus app
29248 Complaint	Web	2018-11-01	2018-11-01	2018-11-02	Programs	nexus app delay
29255 Complaint	Web	2018-11-01	2018-11-01	2018-11-02	Operations	client states they seeked help from BSO with regarding broken nexus machine and got no assistance
29722 Complaint	Web	2018-12-17	2018-12-17	2018-12-18	Operations	lack of nexus machines at poe
29427 Complaint	Web	2018-11-18	2018-11-18	2018-11-19	Operations	issues with NEXUS machines being non functional
29446 Complaint	Web	2018-11-20	2018-11-20	2018-11-21	Programs	issue with nexus card holders bringing non card holders through the line with them
29604 Complaint	Web	2018-12-06	2018-12-06	2018-12-07	Programs	nexus issue

Traveller_Unused	Closing_Recieved	Closing_Incomplete	First_Date	Contact_Method	Final_Date	Reason_Late
FALSE	2018-10-29	FALSE	2018-10-25	Email	2018-10-29	
FALSE	2018-11-21	FALSE	2018-11-21	Email	2018-11-21	
FALSE	2018-02-07	FALSE	2018-02-06	Email	2018-02-06	
TRUE	2018-04-05	FALSE	2018-03-27	Phone	2018-03-27	
TRUE	2019-01-29	FALSE	2019-01-24	Email	2019-01-29	
FALSE	2018-03-28	FALSE	2018-02-28	Email	2018-03-28	
TRUE	2019-02-19	FALSE	2019-02-19	Email	2019-02-19	
TRUE	2018-02-13	FALSE	2018-02-01	Email	2018-02-13	
FALSE	2018-01-26	FALSE	2018-01-26	Email	2018-01-26	
FALSE	2018-02-02	FALSE	2018-01-18	Email	2018-02-02	
TRUE	2018-01-29	FALSE	2018-01-25	Phone	2018-01-25	Competing operational priorities prevented POE management from meeting the first contact due date.
FALSE	2018-02-08	FALSE	2018-01-31	Email	2018-02-08	
TRUE	2018-02-07	FALSE	2018-02-07	Email	2018-02-07	
FALSE	2018-04-04	FALSE	2018-04-04	Email	2018-04-04	
TRUE	2018-01-29	FALSE	2018-01-15	Email	2018-01-29	
FALSE	2018-01-18	FALSE	2018-01-04	Email	2018-01-18	
FALSE	2018-01-26	FALSE	2018-01-26	Email	2018-01-26	
TRUE	2018-01-29	FALSE	2018-01-24	Phone	2018-01-25	
FALSE	2018-01-22	FALSE	2018-01-22	Email	2018-01-22	
TRUE	2018-01-19	FALSE	2018-01-05	Phone	2018-01-19	
FALSE	2018-05-08	FALSE	2018-04-26	Email	2018-05-08	
TRUE	2018-06-26	FALSE	2018-06-26	Email	2018-06-26	
TRUE	2018-02-01	FALSE	2018-01-29	Phone	2018-02-01	
FALSE	2018-01-31	FALSE	2018-01-22	Email	2018-01-31	
TRUE	2018-04-26	FALSE	2018-04-26	Email	2018-04-26	
TRUE	2018-04-27	FALSE	2018-04-27	Email	2018-04-27	
TRUE	2018-03-20	FALSE	2018-02-27	Phone	2018-02-27	
TRUE	2018-04-05	FALSE	2018-03-27	Phone	2018-03-28	
TRUE	2018-04-23	FALSE	2018-04-23	Email	2018-04-23	
TRUE	2018-04-23	FALSE	2018-04-23	Email	2018-04-23	
FALSE	2018-05-01	FALSE	2018-05-01	Email	2018-05-01	
FALSE	2018-03-02	FALSE	2018-03-02	Email	2018-03-02	
FALSE	2018-05-31	FALSE	2018-05-11	Phone	2018-05-14	

TRUE	2018-06-13	FALSE	2018-06-12	Email	2018-06-12
FALSE	2018-05-31	FALSE	2018-04-26	Email	2018-05-31
TRUE	2018-03-02	FALSE	2018-02-28	Email	2018-03-02
TRUE	2018-04-05	FALSE	2018-04-05	Email	2018-04-05
TRUE	2018-05-11	FALSE	2018-05-11	Email	2018-05-11
	2018-05-28		2018-05-28		2018-05-28
TRUE		FALSE		Email	
TRUE	2018-04-04	FALSE	2018-03-01	Email	2018-04-04
FALSE	2018-04-04	FALSE	2018-03-05	Email	2018-04-04
FALSE	2018-04-04	FALSE	2018-04-04	Email	2018-04-04
	2018-04-23		2018-04-18		2018-04-19
TRUE		FALSE		Phone	Delay with Superintendent at POE
TRUE	2018-05-10	FALSE	2018-05-10		2018-05-10
TRUE	2018-05-14	FALSE	2018-04-26	Email	2018-05-14
TRUE	2018-04-13	FALSE	2018-04-06	Phone	2018-04-06
TRUE	2018-04-19	FALSE	2018-03-16	Email	2018-04-19
TRUE	2018-04-09	FALSE	2018-04-09	Phone	2018-04-09
FALSE	2018-04-09	FALSE	2018-04-09	Email	2018-04-09
FALSE	2018-04-09	FALSE	2018-04-09	Email	2018-04-09
TRUE	2018-04-16	FALSE	2018-03-23	Email	2018-04-12
	2018-04-20		2018-04-01		2018-04-01
TRUE		FALSE		Phone	
TRUE	2018-04-17	FALSE	2018-03-23	Email	2018-04-17
TRUE	2018-04-13	FALSE	2018-04-13	Email	2018-04-13
TRUE	2018-04-20	FALSE	2018-03-23	Email	2018-04-20
	2018-04-18		2018-04-09		2018-04-17
TRUE		FALSE		Phone	
TRUE	2018-04-13	FALSE	2018-04-13	Email	2018-04-13
	2018-04-24		2018-04-03		2018-04-24
TRUE		FALSE		Email	
TRUE	2018-04-12	FALSE	2018-04-05	Phone	2018-04-05
TRUE	2018-05-04	FALSE	2018-05-04	Email	2018-05-04
FALSE	2018-05-22	FALSE	2018-05-15	Email	2018-05-15
TRUE	2018-06-21	FALSE	2018-06-20	Phone	2018-06-20
TRUE	2018-04-20	FALSE	2018-04-18	Phone	2018-04-20
FALSE	2018-06-11	FALSE	2018-06-11	Email	2018-06-11
FALSE	2018-05-14	FALSE	2018-04-26	Email	2018-05-14
FALSE	2018-06-12	FALSE	2018-06-07	Email	2018-06-12
TRUE	2018-06-26	FALSE	2018-06-19	Phone	2018-06-19

This is an enquiry by a couple on the status of their NEXUS applications that were submitted online in 2016.				
	2018-06-18		2018-06-19	2018-06-19
FALSE		FALSE	Email	
TRUE	2018-05-04	FALSE	2018-04-13 Email	2018-05-04
TRUE	2018-06-21	FALSE	2018-06-21 Email	2018-06-21
	2018-05-23	FALSE	2018-05-23 Email	2018-05-23
FALSE	2018-06-01	FALSE	2018-06-01 Email	2018-06-01
TRUE	2018-06-18	FALSE	2018-05-23 Phone	2018-05-23
FALSE	2019-01-18	FALSE	2018-12-17 Email	2019-01-18
TRUE	2018-11-01	FALSE	2018-09-04 Phone	2018-09-04
	2018-09-26	FALSE	2018-08-28 Phone	2018-09-25
FALSE	2018-06-01	FALSE	2018-06-01 Email	2018-06-01
FALSE	2018-06-21	FALSE	2018-06-21 Email	2018-06-21
TRUE	2018-06-04	FALSE	2018-05-22 Email	2018-06-04
TRUE	2018-05-25	FALSE	2018-05-22 Email	2018-05-25
FALSE	2018-07-05	FALSE	2018-07-05 Email	2018-07-05
TRUE	2018-09-13	FALSE	2018-09-11 Phone	2018-09-12
TRUE	2018-09-28	FALSE	2018-09-04 Email	2018-09-28
TRUE	2018-06-27	FALSE	2018-06-19 Phone	2018-06-19
TRUE	2018-08-27	FALSE	2018-08-27 Email	2018-08-27
TRUE	2018-09-13	FALSE	2018-09-12 Email	2018-09-13
FALSE	2018-07-11	FALSE	2018-07-11 Email	2018-07-11
FALSE	2018-07-19	FALSE	2018-07-19 Email	2018-07-19
	2018-07-19	FALSE	2018-07-06 Letter	2018-07-19
TRUE	2018-07-20	FALSE	2018-07-17 Phone	2018-07-20
TRUE	2018-07-24	FALSE	2018-07-22 Phone	2018-07-23
TRUE	2018-07-19	FALSE	2018-07-18 Phone	2018-07-18
TRUE	2018-07-26	FALSE	2018-07-19 Phone	2018-07-26
TRUE	2018-07-19	FALSE	2018-07-19 Phone	2018-07-19
FALSE	2018-08-10	FALSE	2018-07-16 Email	2018-08-10
FALSE	2018-07-31	FALSE	2018-07-23 Email	2018-07-27
TRUE	2018-07-30	FALSE	2018-07-27 Phone	2018-07-27
TRUE	2018-09-17	FALSE	2018-08-31 Phone	2018-09-17
TRUE	2018-09-18	FALSE	2018-09-18 Email	2018-09-18
	2018-09-13	FALSE	2018-08-16 Email	2018-09-13
FALSE		FALSE	Email	

TRUE	2018-09-13	FALSE	2018-09-13 Email	2018-09-13
TRUE	2018-09-05	FALSE	2018-08-17 Email	2018-09-05
FALSE	2018-08-28	FALSE	2018-08-28 Email	2018-08-28
FALSE	2018-08-21	FALSE	2018-07-27 Email	2018-08-21
FALSE	2018-09-04	FALSE	2018-08-14 Email	2018-09-04
TRUE	2018-09-25	FALSE	2018-09-25 Email	2018-09-25
TRUE	2018-10-10	FALSE	2018-09-28 Phone	2018-10-10
TRUE	2018-09-25	FALSE	2018-09-25 Email	2018-09-25
TRUE	2018-10-26	FALSE	2018-10-17 Phone	2018-10-17
TRUE	2018-10-11	FALSE	2018-10-11 Email	2018-10-11
TRUE	2018-10-17	FALSE	2018-10-05 Email	2018-10-17
TRUE	2018-10-01	FALSE	2018-10-01 Email	2018-10-01
TRUE	2018-10-10	FALSE	2018-10-10 Email	2018-10-10
FALSE	2018-12-17	FALSE	2018-12-10 Email	2018-12-17
FALSE	2019-01-04	FALSE	2019-01-03 Email	2019-01-03
	2019-03-11		2018-09-12	2018-09-12
TRUE		FALSE	Email	
FALSE	2018-12-11	FALSE	2018-12-11 Email	2018-12-11
FALSE	2018-12-11	FALSE	2018-12-11 Email	2018-12-11
FALSE	2018-12-11	FALSE	2018-12-11 Email	2018-12-11
FALSE	2018-12-11	FALSE	2018-11-02 Email	2018-12-06
	2018-12-31		2018-12-03	2018-12-09
FALSE		FALSE	Email	
FALSE	2018-12-11	FALSE	2018-12-11 Email	2018-12-11
FALSE		FALSE		
FALSE	2018-11-28	FALSE	2018-11-22 Phone	2018-11-22
FALSE	2018-12-10	FALSE	2018-12-10 Email	2018-12-10
FALSE	2018-12-10	FALSE	2018-12-10 Email	2018-12-10
TRUE	2018-11-02	FALSE	2018-10-25 Email	2018-11-02
TRUE		FALSE		
FALSE	2018-12-13	FALSE	2018-12-03 Email	2018-12-13
FALSE	2019-01-07	FALSE	2018-12-10 Email	2019-01-07
FALSE	2018-12-13	FALSE	2018-11-27 Email	2018-12-13
FALSE	2018-11-21	FALSE	2018-11-05 Email	2018-11-21
FALSE	2018-11-15	FALSE	2018-11-14 Phone	2018-11-15
FALSE	2019-01-11	FALSE	2019-01-07 Email	2019-01-11
FALSE	2018-11-30	FALSE	2018-11-30 Phone	2018-11-30
FALSE	2018-12-17	FALSE	2018-12-17 Email	2018-12-17
FALSE	2018-12-13	FALSE	2018-12-07 Email	2018-12-13

Residency	Citizenship	Purpose	Client	Language	EA_Number	Approval	Resolved_Phone	Third_Party
Resident	Canadian	Personal	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	NA	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	French		Superintendent	TRUE	FALSE
Resident	Canadian	Personal	Traveller	English		HQ Director	FALSE	FALSE
Non-Resident	Other	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English		RDG	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	French		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Unknown	Unknown	Personal	Traveller	English		Superintendent	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Non-Resident	U.S.	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Non-Resident	U.S.	Unknown	Traveller	English		RDG	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Non-Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English		Superintendent	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English		Regional Director	TRUE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English		RDG	TRUE	FALSE
Resident	Canadian	Personal	Traveller	English		HQ Director	TRUE	FALSE
Non-Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Domestic Client	English		RDG	TRUE	FALSE

Resident	Canadian	Personal	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Personal	Traveller	English		Regional Director	TRUE	FALSE
Resident	Canadian	N/A	Traveller	English		HQ Director	TRUE	FALSE
Resident	Canadian	N/A	Traveller	English		Other	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	French		Superintendent	TRUE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Unknown	Unknown	Traveller	English		HQ Director	FALSE	TRUE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English		Regional Director	TRUE	FALSE
Resident	Canadian	Personal	Traveller	English		RDG	TRUE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	French		Regional Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	French		Superintendent	TRUE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		Regional Director	TRUE	FALSE
Resident	Canadian	Personal	Traveller	English		Regional Director	TRUE	FALSE
Non-Resident	U.S.	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Traveller	English		Other	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English		Superintendent	TRUE	FALSE

[illegible]



Resident	Canadian	Unknown	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Domestic Client	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	Regional Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	NA	Domestic Client	English	Regional Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Domestic Client	English	HQ Director	FALSE	FALSE
Resident	Canadian	N/A	Other	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	Other	FALSE	FALSE
Resident	Canadian	Unknown	Domestic Client	English	HQ Director	FALSE	FALSE
Resident	Canadian	NA	Domestic Client	English	HQ DG	FALSE	FALSE
Resident	Canadian	NA	Domestic Client	English	HQ DG	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	Regional Director	FALSE	FALSE
Unknown	Canadian	Personal	Traveller	English	RDG	FALSE	FALSE
Resident	Canadian	NA	Domestic Client	English	HQ DG	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	Superintendent	FALSE	FALSE
Resident	Canadian	Unknown	Domestic Client	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Domestic Client	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	HQ Director	FALSE	TRUE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	Chief	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Unknown	Traveller	English	Regional Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE
Resident	Canadian	Personal	Traveller	English	HQ Director	FALSE	FALSE

Consented	Cannabis	Perscription	Traveller	Office	office_id	Mode	Location	Conduct	Charges
FALSE	FALSE	FALSE	TRUE	12	12	Other	Other		
FALSE	FALSE	FALSE	TRUE	12	12	Inland	Document Processing		
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	Website		
FALSE	FALSE	FALSE	TRUE	3961	318	Air	Primary		
FALSE	FALSE	FALSE	FALSE	12	12	Other	Other		
FALSE	FALSE	FALSE	TRUE	programs	12	Inland	Document Processing		
FALSE	FALSE	FALSE	TRUE		238	Air	Secondary	Unfounded	
FALSE	FALSE	FALSE	TRUE	programs	12	Air	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Other	Other		Founded
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	Document Processing		
FALSE	FALSE	FALSE	TRUE	1600	15	Highway	Pre-Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	Website		
FALSE	FALSE	FALSE	TRUE	programs	12	Air	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	Website		
FALSE	FALSE	FALSE	TRUE	programs	12	Highway	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Inland	Other		
FALSE	FALSE	FALSE	TRUE	programs	12	Other	Other		
FALSE	FALSE	FALSE	TRUE	1600	15	Highway	Pre-Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Inland	Document Processing		Unfounded
FALSE	FALSE	FALSE	TRUE	4971	94	Air	Primary	Founded	
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	Website		
FALSE	FALSE	FALSE	TRUE	programs	12	Air	Primary		
FALSE	FALSE	FALSE	TRUE	8212	176	Air	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	N/A		
FALSE	FALSE	FALSE	TRUE	programs	12	Air	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Highway	Primary		
FALSE	FALSE	FALSE	TRUE	5102	222	Air	Primary		
FALSE	FALSE	FALSE	TRUE	8212	176	Air	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Air	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Highway	Primary		
FALSE	FALSE	FALSE	TRUE	programs	12	Inland	Document Processing		
FALSE	FALSE	FALSE	TRUE	programs	12	N/A	N/A		
FALSE	FALSE	FALSE	FALSE	7011	238	Air	Document Processing		

FALSE	FALSE	FALSE	TRUE	programs	12 Highway	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 N/A	Website	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Secondary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Secondary	
FALSE	FALSE	FALSE	TRUE	programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	4971	94 Air	Primary	
FALSE	FALSE	FALSE	TRUE	4560	119 Highway	Secondary	Unfounded
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	3961	318 Other	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
TRUE	FALSE	FALSE	TRUE	programs	12 N/A	N/A	
FALSE	FALSE	FALSE	TRUE	programs	12 N/A	Document Processing	Unfounded
FALSE	FALSE	FALSE	TRUE	4530	349 Highway	Pre-Primary	
FALSE	FALSE	FALSE	TRUE	7011	238 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Secondary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	3961	318 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	3961	318 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Highway	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	4531	350 Highway	Primary	
FALSE	FALSE	FALSE	TRUE	4971	94 Air	Primary	Unfounded
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	TRUE	3961	318 Air	Other	Unfounded

FALSE	FALSE	FALSE	TRUE	programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 N/A	Website	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Departure Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	FALSE	4101	327 Highway	Primary	
FALSE	FALSE	FALSE	FALSE	12	12 Air	Secondary	
FALSE	FALSE	FALSE	TRUE	11	11 Other	Website	Unfounded
FALSE	FALSE	FALSE	TRUE	4401	344 Marine	Pre-Primary	Undetermined
FALSE	FALSE	FALSE	TRUE	programs	12 N/A	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Highway	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	8212	176 Air	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	3961	318 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	programs	12 N/A	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 N/A	Document Processing	
FALSE	FALSE	FALSE	FALSE	programs	12 N/A	Document Processing	
FALSE	FALSE	FALSE	TRUE	4971	94 Air	Primary	
FALSE	FALSE	FALSE	TRUE	4273	341 Highway	Pre-Primary	
FALSE	FALSE	FALSE	FALSE	8212	176 Air	Primary	
FALSE	FALSE	FALSE	TRUE	4974	97 Air	Primary	
FALSE	FALSE	FALSE	FALSE	4974	97 Air	Primary	
FALSE	FALSE	FALSE	TRUE	Programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Inland	Document Processing	
FALSE	FALSE	FALSE	TRUE	4521	347 Highway	Primary	
FALSE	FALSE	FALSE	TRUE	4271	339 Highway	Primary	Unfounded
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	

FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	
FALSE	FALSE	FALSE	FALSE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Phone	Undetermined
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Document Processing	
FALSE	FALSE	FALSE	FALSE	programs	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	4974	97 Air	Secondary	
FALSE	FALSE	FALSE	TRUE	programs	12 Air	Primary	
FALSE	FALSE	FALSE	FALSE	12	12 Inland	Other	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Website	
FALSE	FALSE	FALSE	TRUE	programs	12 Other	Other	
FALSE	FALSE	FALSE	FALSE	programs	12 Other	Other	
FALSE	FALSE	FALSE	FALSE	programs	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	12	12 Air	Departure Processing	
FALSE	FALSE	FALSE	TRUE	12	12 Inland	Pre-Primary	
FALSE	FALSE	FALSE	FALSE		1 Air	Other	
FALSE	FALSE	FALSE	TRUE	12	12 Inland	HQ Office	
FALSE	FALSE	FALSE	FALSE	12	12 Other	Other	
FALSE	FALSE	FALSE	FALSE	12	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	350	350 Highway	Pre-Primary	
FALSE	FALSE	FALSE	FALSE	238	238 Air	Primary	
FALSE	FALSE	FALSE	FALSE	12	12 Other	Other	
FALSE	FALSE	FALSE	FALSE				
FALSE	FALSE	FALSE	TRUE	318	318 Air	Primary	
FALSE	FALSE	FALSE	TRUE	12	12 Inland	Pre-Primary	
FALSE	FALSE	FALSE	TRUE	12	12 Inland	Secondary	
FALSE	FALSE	FALSE	TRUE	12	12 Other	Document Processing	
FALSE	FALSE	FALSE	FALSE				
FALSE	FALSE	FALSE	TRUE	12	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	12	12 Air	Other	
FALSE	FALSE	FALSE	TRUE	12	12 Other	Other	
FALSE	FALSE	FALSE	FALSE	12	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	94	94 Air	Primary	
FALSE	FALSE	FALSE	TRUE	12	12 Other	Other	
FALSE	FALSE	FALSE	TRUE	94	94 Air	Primary	
FALSE	FALSE	FALSE	TRUE	12	12 Air	Departure Processing	
FALSE	FALSE	FALSE	TRUE	12	12 Other	Other	

Delays	Postal	Questioning	Enforcement	Immigration	Examination	Targeting	Trusted	CFIA	Languages
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Privacy	Infrastructure	General	CVBR_Information	CVBR_Protected	CVBR_Participation	PNR	Closed_Date
		Undetermined					2018-10-30
		Undetermined					2018-11-22
							2018-02-07
							2018-04-11
		Undetermined					2019-01-29
							2018-04-10
							2019-02-22
		Unfounded					2018-02-21
							2018-02-06
							2018-02-14
							2018-02-07
							2018-02-21
							2018-02-07
							2018-04-11
							2018-02-07
							2018-01-23
							2018-02-06
							2018-02-07
							2018-01-24
							2018-01-23
							2018-05-08
							2018-06-28
							2018-02-14
		Unfounded					2018-02-14
							2018-04-27
							2018-04-30
		Founded					2018-04-10
							2018-04-11
		Unfounded					2018-04-24
							2018-04-24
		Unfounded					2018-05-01
							2018-03-06
							2018-06-08

		2018-06-19
		2018-06-08
		2018-03-06
		2018-04-11
		2018-05-14
		2018-05-31
		2018-04-11
		2018-04-11
		2018-04-24
		2018-05-14
		2018-05-17
		2018-04-16
	Unfounded	2018-04-23
	Unfounded	2018-04-12
		2018-04-12
		2018-04-12
		2018-04-18
	Unfounded	2018-04-23
	Unfounded	2018-04-18
		2018-04-16
		2018-04-23
	Unfounded	2018-04-23
	Unfounded	2018-04-16
	Undetermined	2018-04-25
Unfounded		2018-04-12
	Unfounded	2018-05-07
		2018-05-25
		2018-06-27
		2018-04-23
		2018-06-15
		2018-05-17
		2018-06-18
		2018-06-28

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	2018-06-21
	2019-01-18
	2018-11-02
	2018-09-27
	2018-06-11
	2018-06-27
	2018-06-11
	2018-05-29
	2018-07-13
	2018-09-14
Undetermined	2018-10-25
Unfounded	2018-06-28
	2018-08-28
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	2018-07-17
	2018-07-24
	2018-07-27
	2018-07-23
	2018-07-31
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	2018-10-11
Unfounded	2018-09-27
	2018-10-30
	2018-10-12
	2018-10-18
	2018-10-04
	2018-10-11
	2018-12-18
	2019-01-04
	2019-03-12
	2018-12-13
	2018-12-13
	2018-12-13
	2018-12-11
	2019-01-02
	2018-12-13
	2018-11-29
Founded	2018-12-11
	2018-12-11
	2018-11-02
	2018-12-14
	2019-01-07
Undetermined	2018-12-13
	2018-11-21
Unfounded	2018-11-19
	2019-01-12
	2018-12-03
Unfounded	2018-12-18
	2018-12-14

Closed_User_ID	Cancelled	Notes
cxw523		
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